

Staff and Customer E-Reader Training Helpdesk

Q: How can staff get training with e-readers and e-books?

A: Cumberland County library system has four trainers teaching e-readers and downloading to staff and customers. We made a point to provide ALL staff with at least the basics with a class at each branch, so anyone can point a customer in the right direction. We also have an e-reader kit with an iPad, a Nook, a Nook Color, a Kindle, and a Sony Reader for staff to borrow for practice and classes.

Q: Our system can't afford to buy e-readers, and it's hard to get to trainings. What can we do?

A: The State Library offers a program called the E-Reader Petting Zoo. A State Library Master Trainer will bring an e-reader kit to your library and let your staff have hands-on time with a variety of devices, and also give an overview of how to download books. You might also want to ask a local bookstore if they would come out and give demonstrations, or possibly staff could bring in their own e-readers for others to try out.

Q: What can we do to teach library patrons how to download items?

A: We offer classes on downloading e-books, which involve walking the customers through North Carolina Digital Library and demonstrating how to download to an e-reader. We also offer Book-a-Librarian (one-on-one help by appointment) for people needing more help.

Q: What are some common questions from customers?

A: Many customers want to download directly to their e-readers without realizing they need a computer as well. It's helpful to ask them to bring their laptop, if they have one, as well as the e-reader, when asking staff for help.

Also, for those customers using North Carolina Digital Library, it's confusing to them that NCDL and Adobe Digital Editions are two separate things and that they have to check out the item, download it to the computer, AND transfer it to their e-reader.

Q: What technical issues have you noticed?

A: The main issue is that Adobe Digital Editions allows only six computers and six e-reader devices to be registered to one Adobe ID at any time. So customers, when learning, can't just bring their own devices into the computer lab or into a class. They have to create their own Adobe IDs on their own computers. Also we have more than six computers for the library's Adobe ID, because we have eight branches. We had to request more spots on our ID so we could have one computer at each branch authorized to use our e-reader training kit.